

DeskPRO Build #349 Released

Chris Padfield - Comment (1) - Release Announcements - 2014-07-10

.We are pleased to announce a new release of the DeskPRO helpdesk platform, build #349

:The following is an automatically generated list of changes in this release

- NEW Can now use advanced formatting/variables in 'set subject' trigger •
- FIX "Ticket Defaults" settings would show as blanks if the selection was to do no •
action
- FIX Bugs in the workflow of feedback validation •
- FIX Opening task date dialog when using Chrome on a touch device •
- FIX 'View Full Message' button did not work on Win8/Touch devices •
- FIX 'Forward Message' did not embed inline images properly •
- FIX Adding CC's from agent interface did not always show suggestions as you typed •
- FIX \$http object (used in widgets/apps) was not signign requests with the request •
token which made it fail when calling the DeskPRO proxy
- FIX Bad display of hr tags in articles •
- FIX Saving ticket notification preferences for an agent from admin interface •
sometimes would not work. If agent had no 'other notifications' enabled, then saving
.ticket notifications wouldn't persist
- .FIX Task counts not showing same results as actual number of tasks in a list •
- FIX Error on delegated task list when agent is part of one or more teams •
- FIX Some apps settings would not be set properly upon first install and would need •
you to re-save the settings page
- FIX API data not being updated when custom fields are updated. Also affects subject •
.not being updated in real-time if it was changed on the back-end

.This update has now been rolled out to all Cloud customers

If you are using DeskPRO Download, you can update your installation from the admin
.interface